

28 October 2021

Ms Alisa Toomey  
Australian Energy Market Commission  
Submitted electronically via [aemc@aemc.gov.au](mailto:aemc@aemc.gov.au)

Dear Ms Toomey

### **Review of the Regulatory Framework for Metering Services – Directions Paper**

SA Power Networks Connections Working Group thanks the Australian Energy Market Commission (AEMC) for the opportunity to provide feedback on the Directions Paper for the review of the regulatory framework for metering services.

The SA Power Networks Connections Working Group (CWG) is an independently chaired industry group established in August 2019 to advise SA Power Networks on ways to improve the customer experience in the connections process and provide a forum for customer views to be considered and discussed. Since the formation of the group, the metering process has been raised as a key consumer pain point and in early 2020, we established a metering sub-group to look at opportunities to improve how we work within the current framework and look at opportunities for regulatory change.

You will recall that the CWG lodged a submission to the February 2021 review which included of an industry survey we conducted specifically for the review and would have provided the AEMC valuable insights on customer experience, costs and administrative impacts that have arisen since the changes to the metering framework, which introduced competition in metering.

The Direction Paper strongly focusses on smart meter rollout rather than improving communication and coordination between all parties involved in the metering process.

While the relationship between metering coordinators, SA Power Networks and retailers now appears to be working well, the CWG has found that solar installers and electricians, who have been appointed as a contractor by the customer, are experiencing significant challenges from the lack of communication being provided by retailers and metering providers on when new metering will be installed, and in relation to questionable compliance issues that Metering Contractors / Field Services Providers cite as reasons for deeming a meter changeover as 'unable to complete'.

There is a lack of communication or visibility from Meter Providers and Energy Retailers to customers, registered electrical contractors (REC's) and Solar Installers around the process of installing/ commissioning a new meter. The timing of the meter installation plays a vital part in when a customer can commence using their solar system.

There is a lack of consistency in the process to get a meter installed as currently each energy retailer has a process which is specific to their business needs which has flow on impacts to solar installers, electricians and customers. Customers are impacted as they are engaging the electrician / solar installer to manage the process for them, however, energy retailers will not interact with their electrician / solar installer due to privacy concerns forcing the customer to then have the

interactions without knowing the technical components required by the retailer for the new meter installation.

It is our belief that State Government engage an independent party need to develop a consistent process that will take every meter installation from trigger (either by the customer or the electrical contractor) to meter installed and power on. Without a clear process, the ramp up of the rollout will only create further operational issues.

The CWG would like to meet with AEMC representatives to discuss this approach and to consider the experiences that customers and industry have had with the competition in metering framework. There is need for a coordinated system accessible to all parties to improve communication and simplify the current process and improve customer experience.

Please contact me on 0412 220 613 or [ben@livingenergy.com.au](mailto:ben@livingenergy.com.au) if you have any questions regarding our submission.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ben Lovell', with a stylized flourish extending to the right.

Ben Lovell  
Connections Working Group Member and AEMC Reference Group Member